

This Page Is Inserted by IFW Operations  
and is not a part of the Official Record

## **BEST AVAILABLE IMAGES**

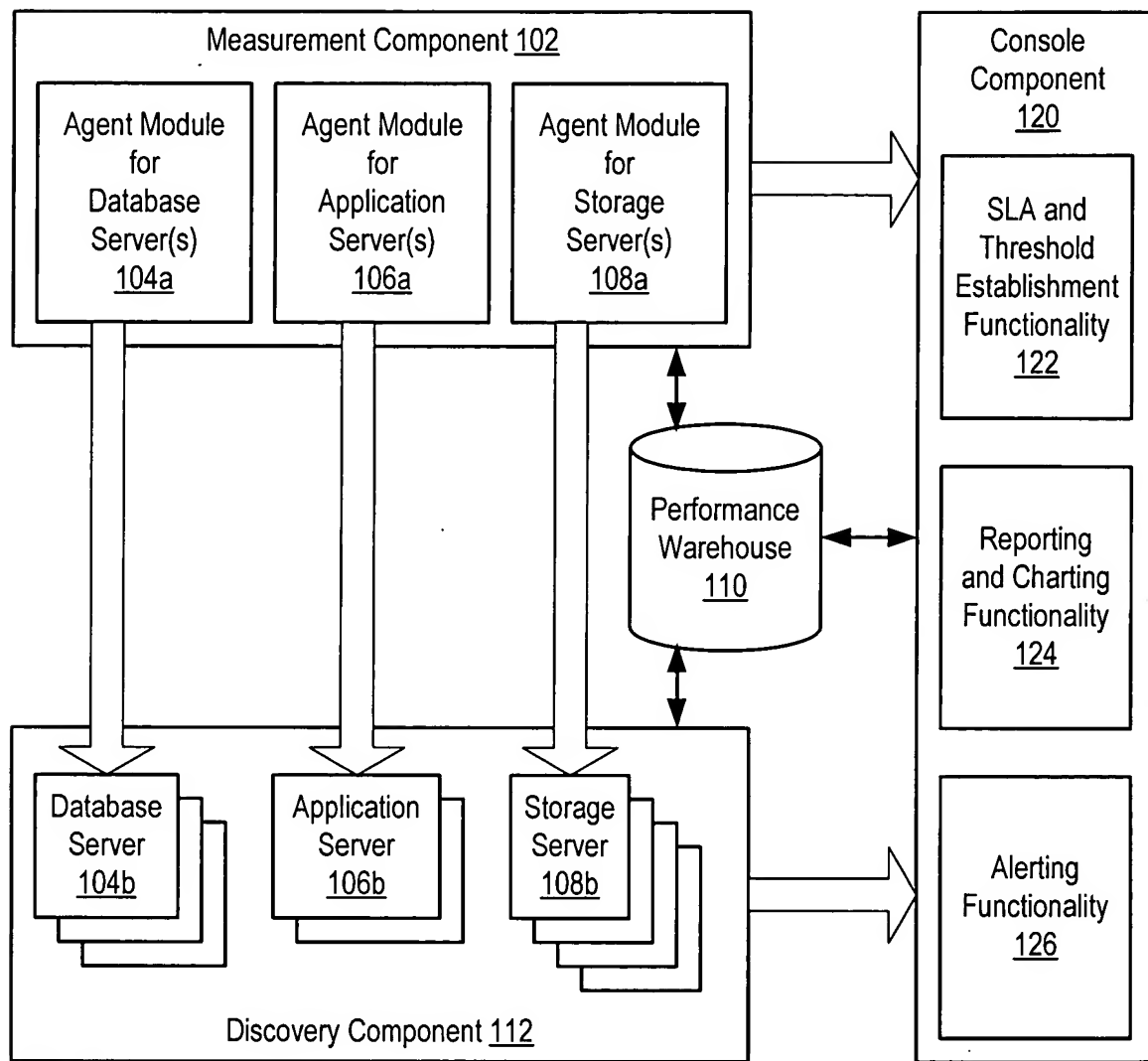
Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images may include (but are not limited to):

- BLACK BORDERS
- TEXT CUT OFF AT TOP, BOTTOM OR SIDES
- FADED TEXT
- ILLEGIBLE TEXT
- SKEWED/SLANTED IMAGES
- COLORED PHOTOS
- ✓ • BLACK OR VERY BLACK AND WHITE DARK PHOTOS
- GRAY SCALE DOCUMENTS

**IMAGES ARE BEST AVAILABLE COPY.**

**As rescanning documents *will not* correct images,  
please do not report the images to the  
Image Problem Mailbox.**



100

Figure 1

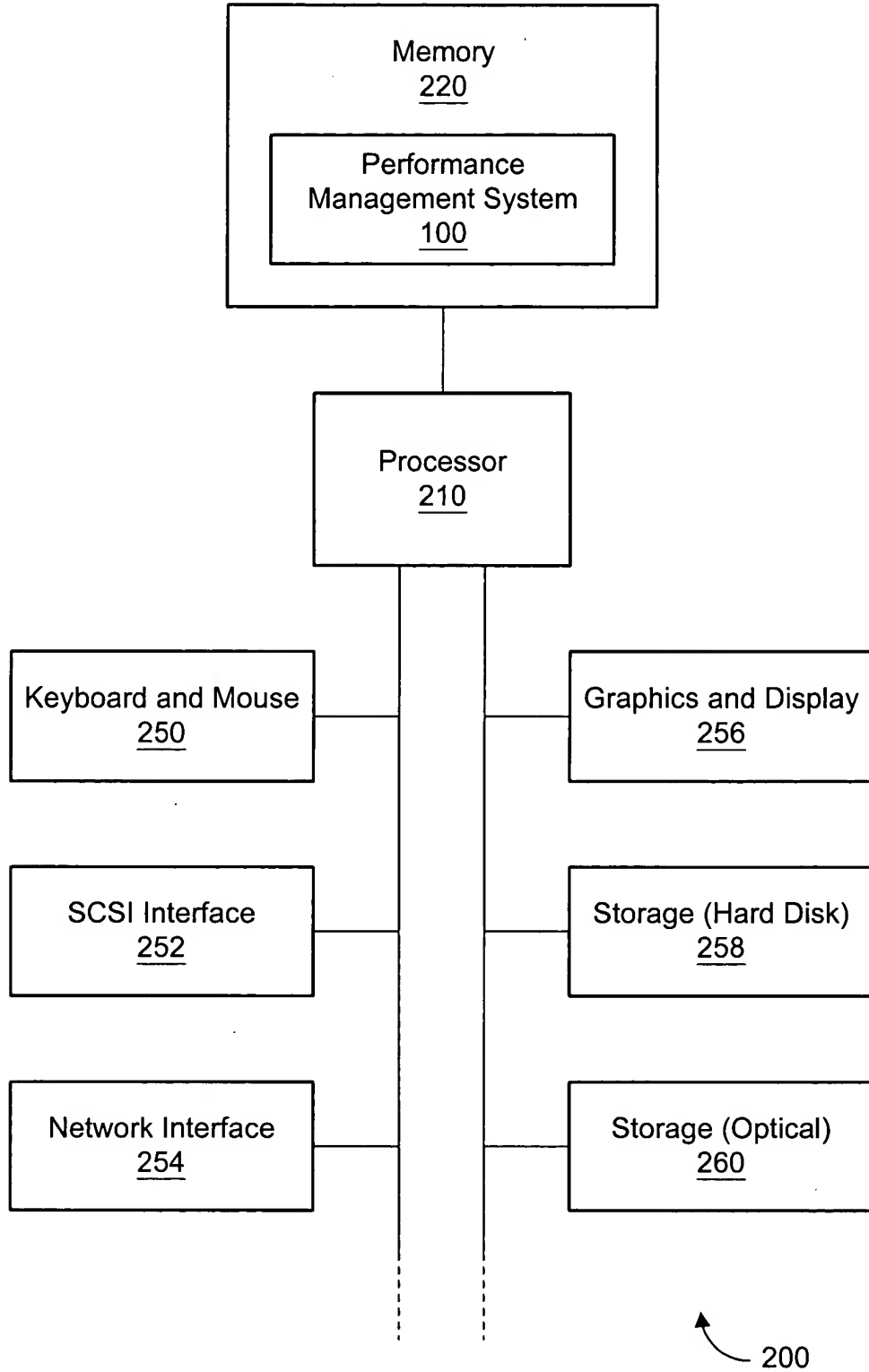


Figure 2

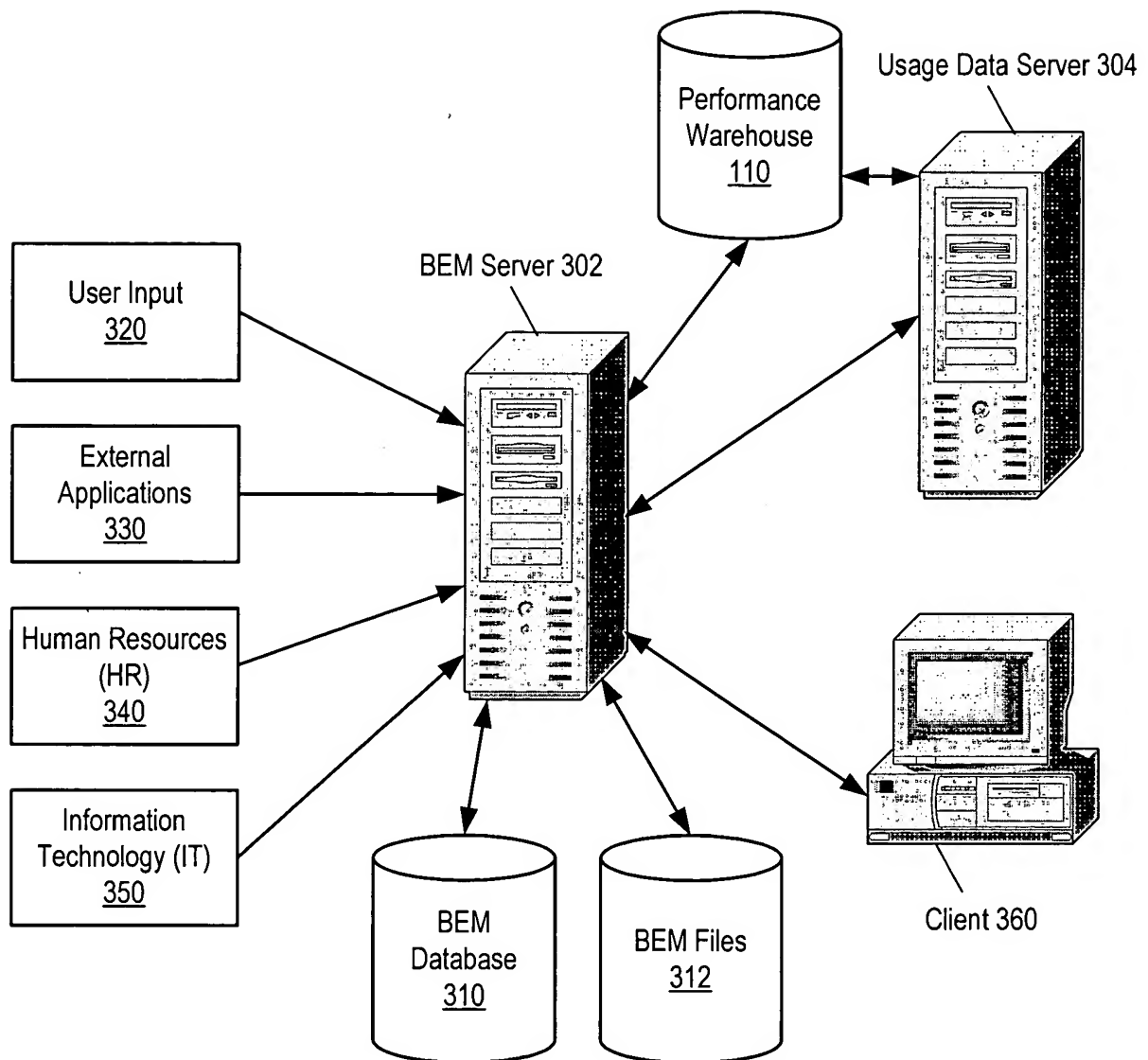


Figure 3

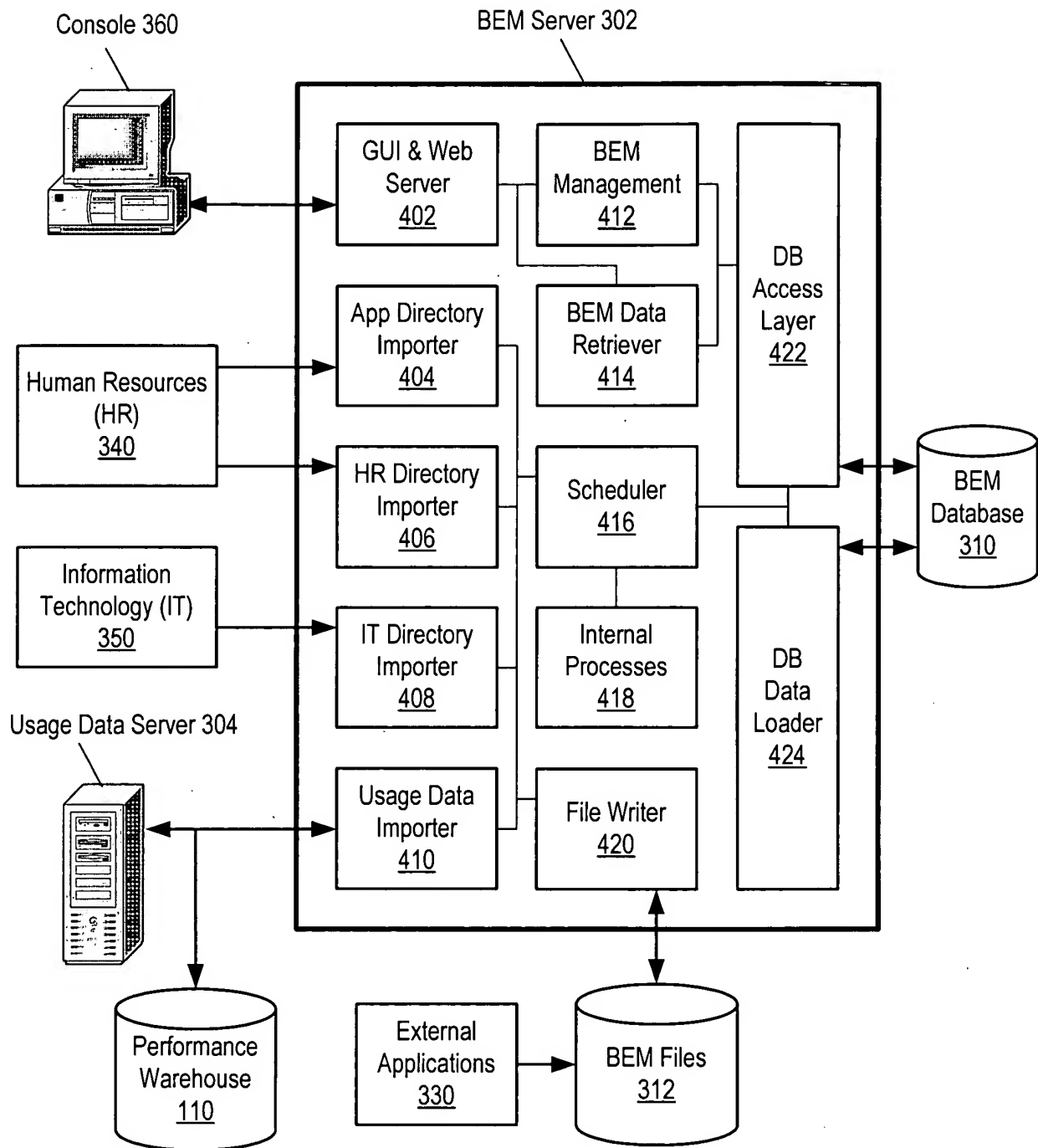


Figure 4

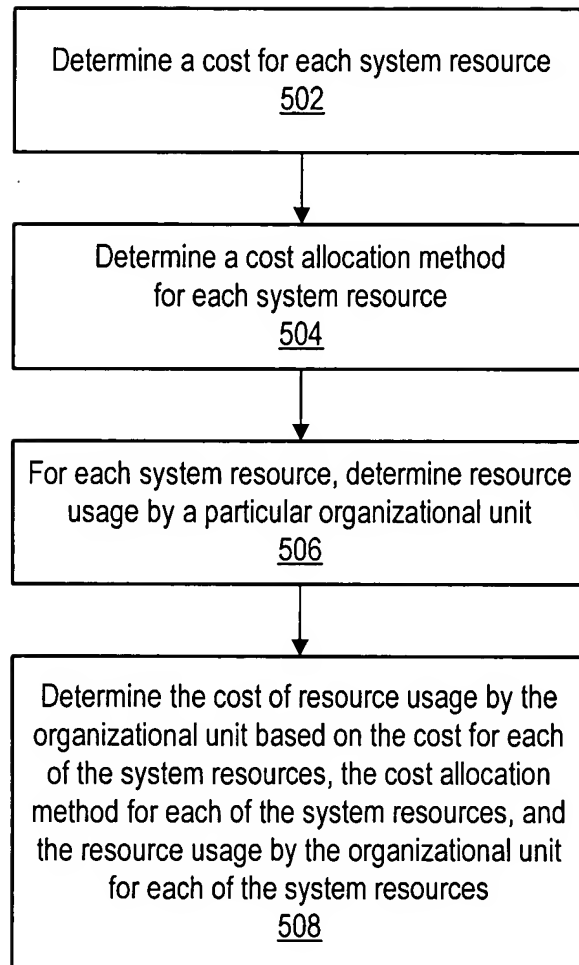


Figure 5

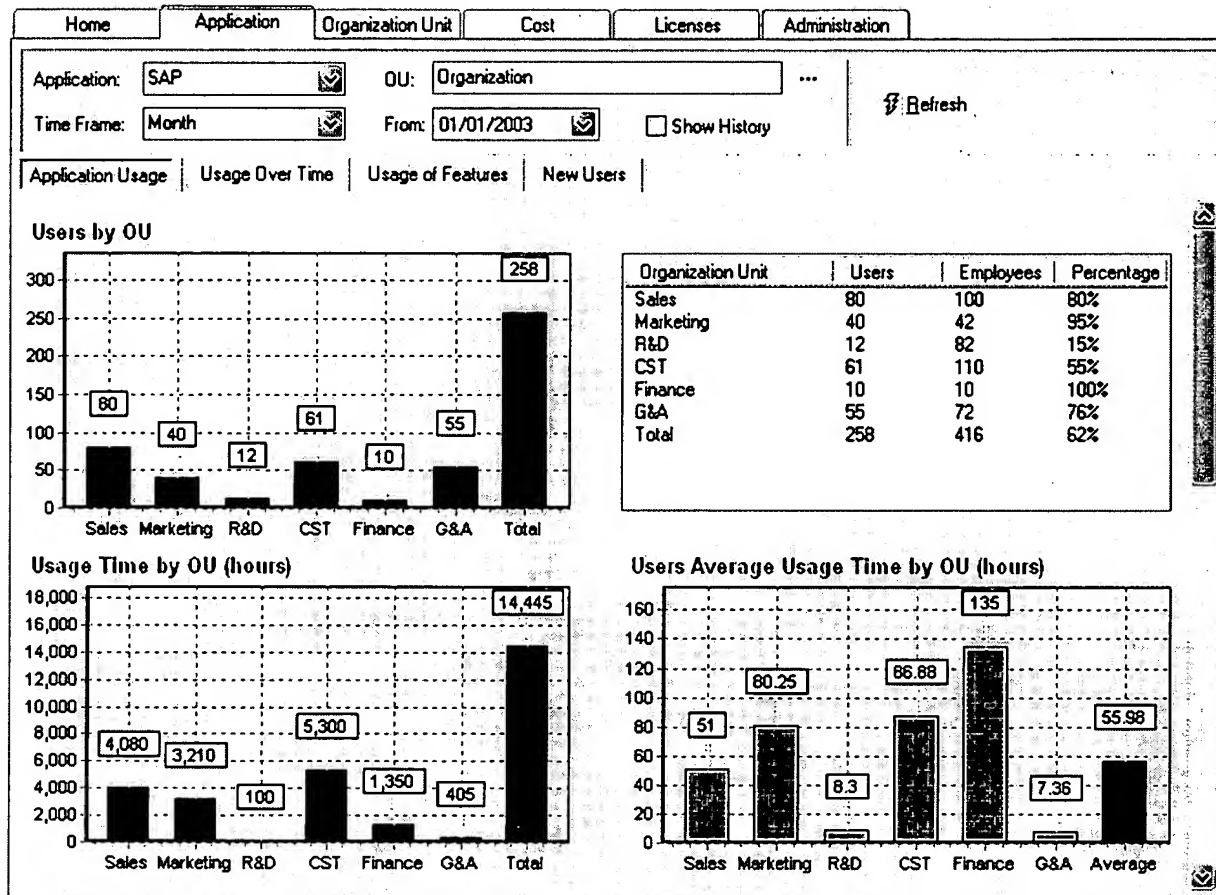


Figure 6

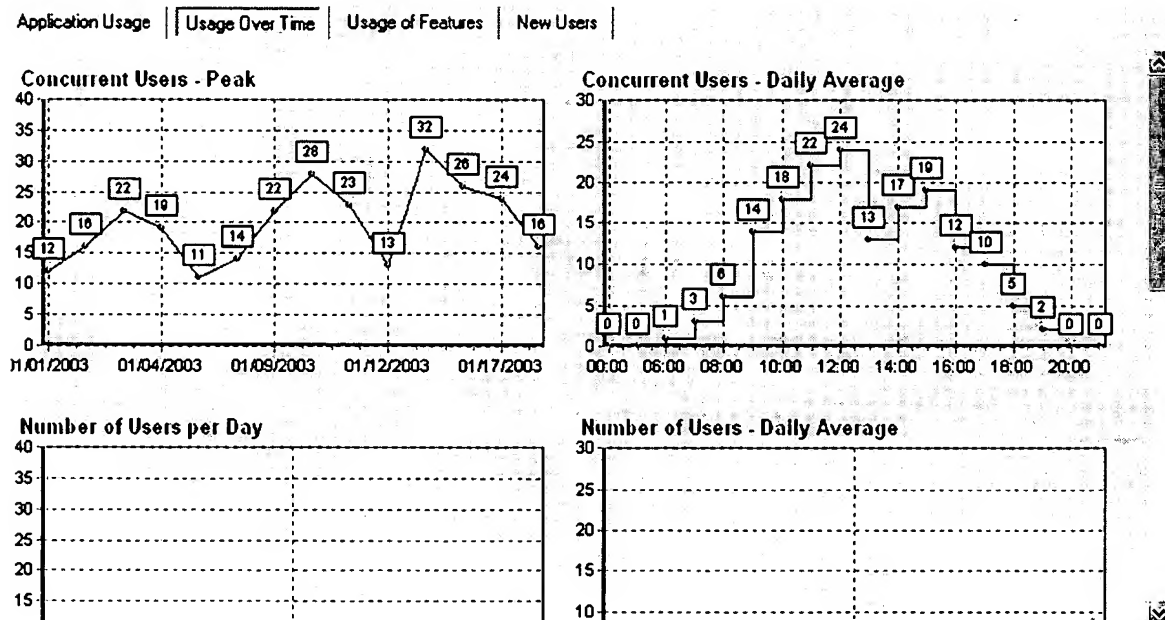


Figure 7

Application Usage	Usage Over Time	Usage of Features		New Users		
		# of Users	# of Licenses	Total Usage Time	Total Activities	Total Processing Time
SAP		80	100	4098	12507	200.4
Self Service						
View Details						
Update Address						
Update Personal Details						
Finance						
General Ledger						
HR						
Manage Org Chart						
Manage Employees						
New Employee						
Update Employee Details						
Employee Retirement						

Figure 8

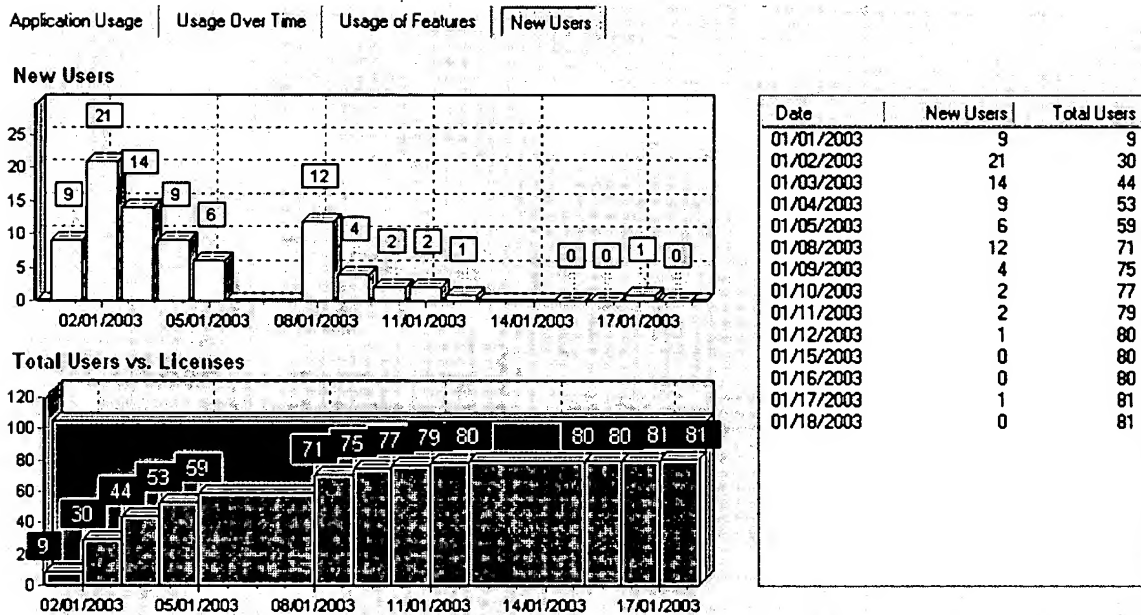


Figure 9



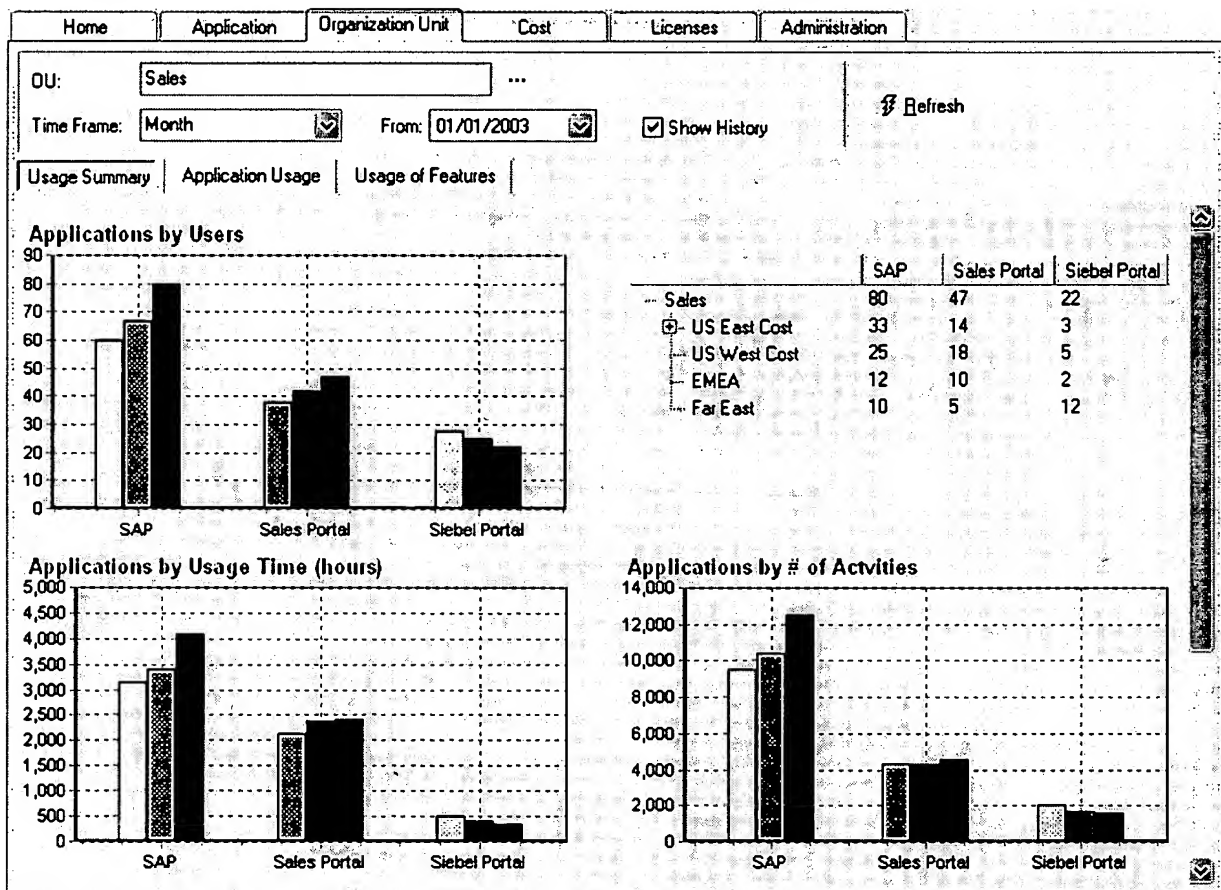
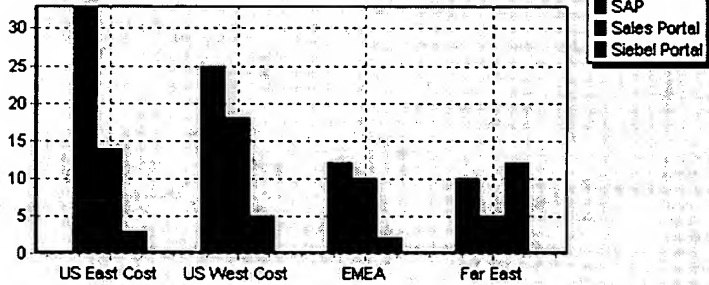
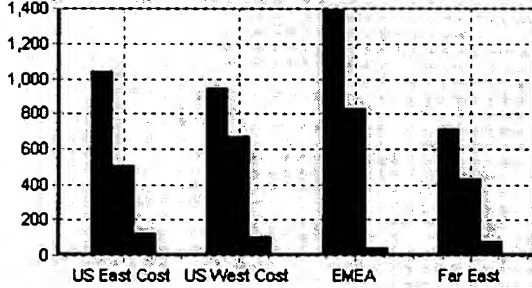


Figure 10

### Users by OU



### Usage Time by OU (hours)



### Users Average Usage Time by OU (hours)

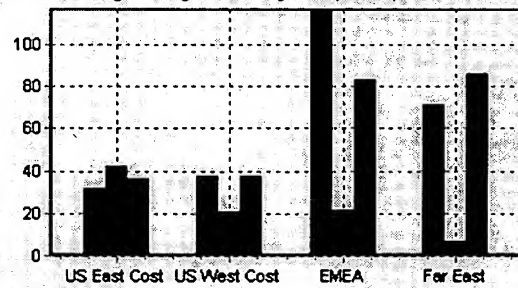


Figure 11

Usage Summary		Application Usage		Usage of Features					Avg. Pro
		Users	Licenses	Usage Time	Avg Usage Time	Activities	Avg. Activities	Processing Time	
SAP		80	100	4098		12507		200.4	
[-] Self Service									
[-] View Details									
[-] Update Address									
[-] Update Personal Details									
[-] Finance									
[-] General Ledger									
[-] HR									
[-] Manage Org Chart									
[-] Manage Employees									
[-] New Employee									
[-] Update Employee D...									
[-] Employee Retirement									
Sales Portal									
[-] Module 1									
[-] Feature 1-1									
[-] Feature 1-2									
[-] Module 2									
[-] Feature 2-1									
[-] Feature 2-2									
[-] Module 3									
[-] Feature 3-1									
[-] Feature 3-2									

Figure 12

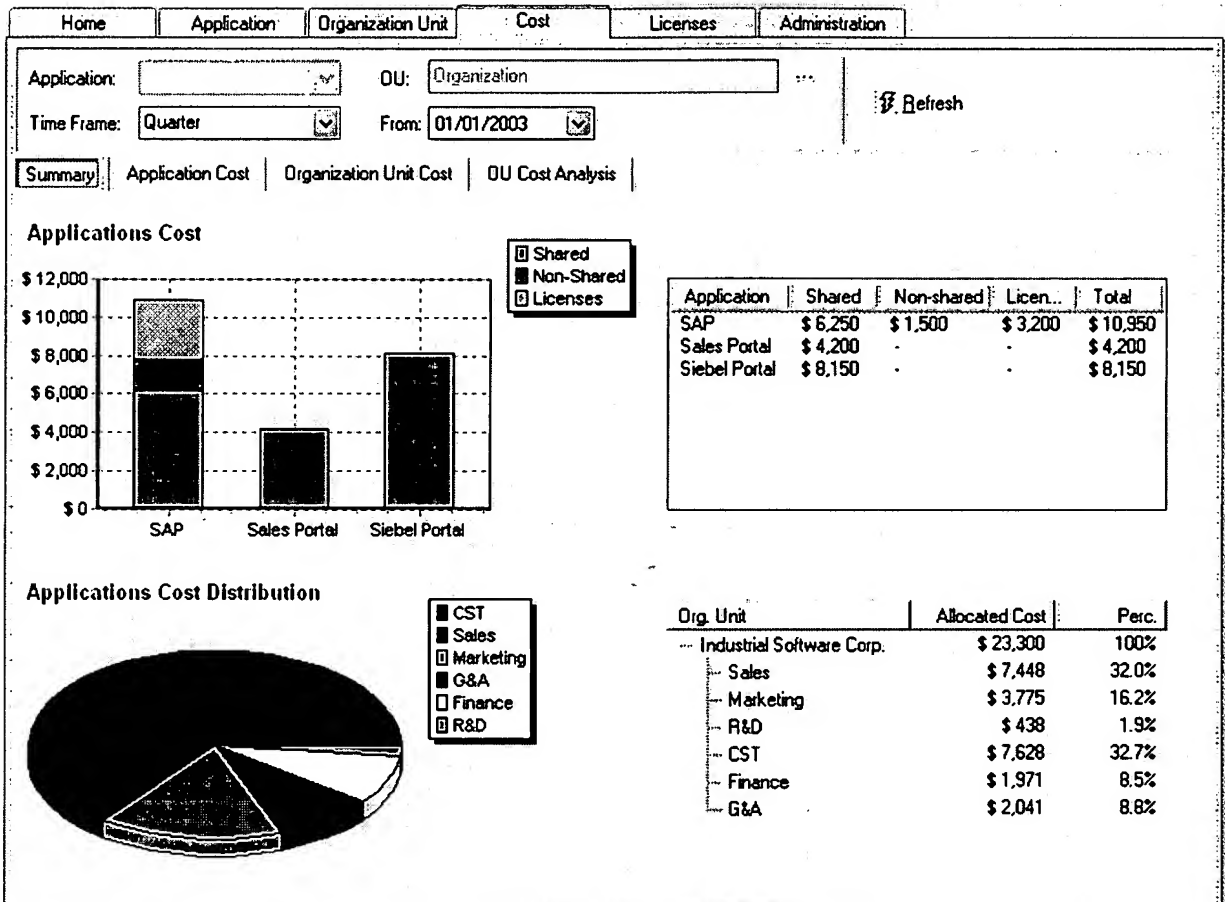
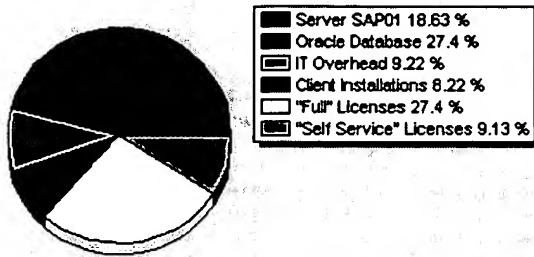


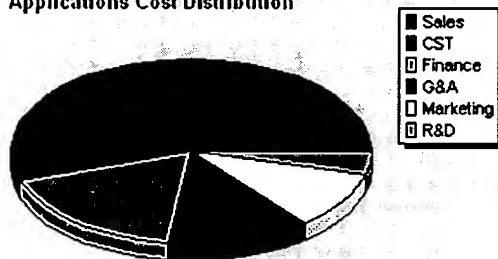
Figure 13

### Application Cost Elements



Cost Element	Alloc. Method	OU	Cost
Overall Cost	-	-	\$10,950
Shared	-	-	\$6,050
Server SAP01	Processing Time	All	\$2,040
Oracle DB	Activities	All	\$3,000
IT Overhead	Headcount	All	\$1,010
Non-Shared	-	-	\$900
Client Install	Licenses	* ALL *	\$3
Client Licenses	-	-	\$4,000
Full License	Licenses	* ALL *	\$20
Self Service	Licenses	* ALL *	\$5

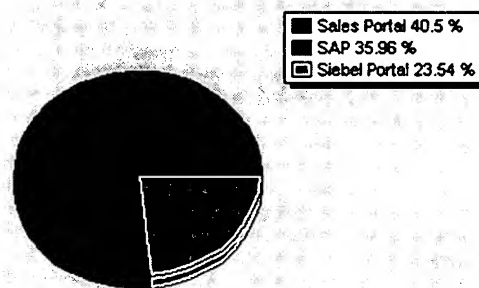
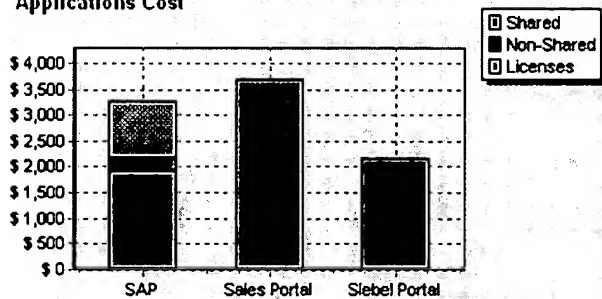
### Applications Cost Distribution



	Allocated Cost	Perc.
Sales	\$3,285	29.9%
Shared	\$1,912	17.4%
Non-shared	\$252.9	2.3%
Client Licenses	\$1,120	10.2%
Marketing	\$1,095	10.0%
R&D	\$438	4.0%
CST	\$2,738	25.0%
Finance	\$1,971	18.1%
G&A	\$1,474	13.4%

Figure 14

### Applications Cost



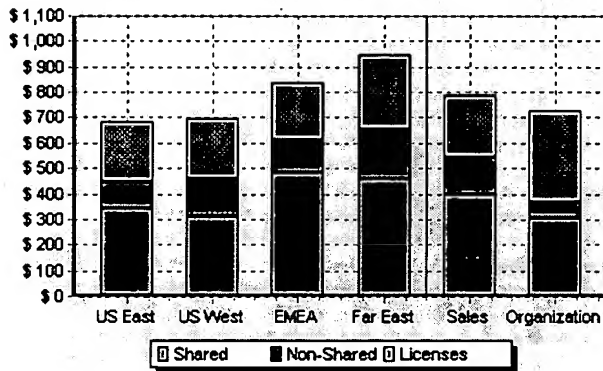
Employees	Allocated Cost	Perc.
- Sales	\$9,135	100.0%
US East Cost	\$3,250	35.6%
Large Accounts	\$861	9.4%
Sales-Pers01	\$25	0.2%
Sales-Admin01	\$45	0.4%
PreSales01	\$38	0.4%
Government	\$1,121	12.2%
Telesales	\$1,268	13.8%
US West Cost	\$3,005	32.9%
EMEA	\$1,840	20.1%
Far East	\$1,040	11.4%

#### Cost Details: US East Cost

Cost Element	Allocation	Cost
SAP	-	-
Shared	-	-
Non-Shared	-	-
Client Licenses	-	-
Sales Portal	-	-
Siebel Portal	-	-

Figure 15

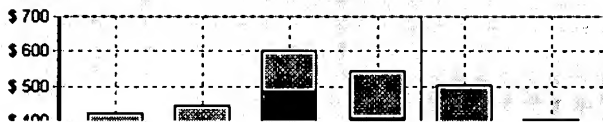
### Average Employee Cost



Organization Unit	Shared	N-Shared	Licenses	Total
Organization	\$305	\$60	\$360	\$725
Sales	\$398	\$144	\$249	\$791
US East	\$340	\$104	\$240	\$684
US West	\$310	\$150	\$235	\$695
EMEA	\$480	\$130	\$230	\$840
Far East	\$460	\$195	\$290	\$945

### Application Average Cost per User

Application:  ☒



Organization Unit	Shared	N-Shared	Licenses	Total
Organization	\$205	\$60	\$140	\$403
Sales	\$245	\$144	\$113	\$502
US East	\$220	\$104	\$100	\$424

Figure 16

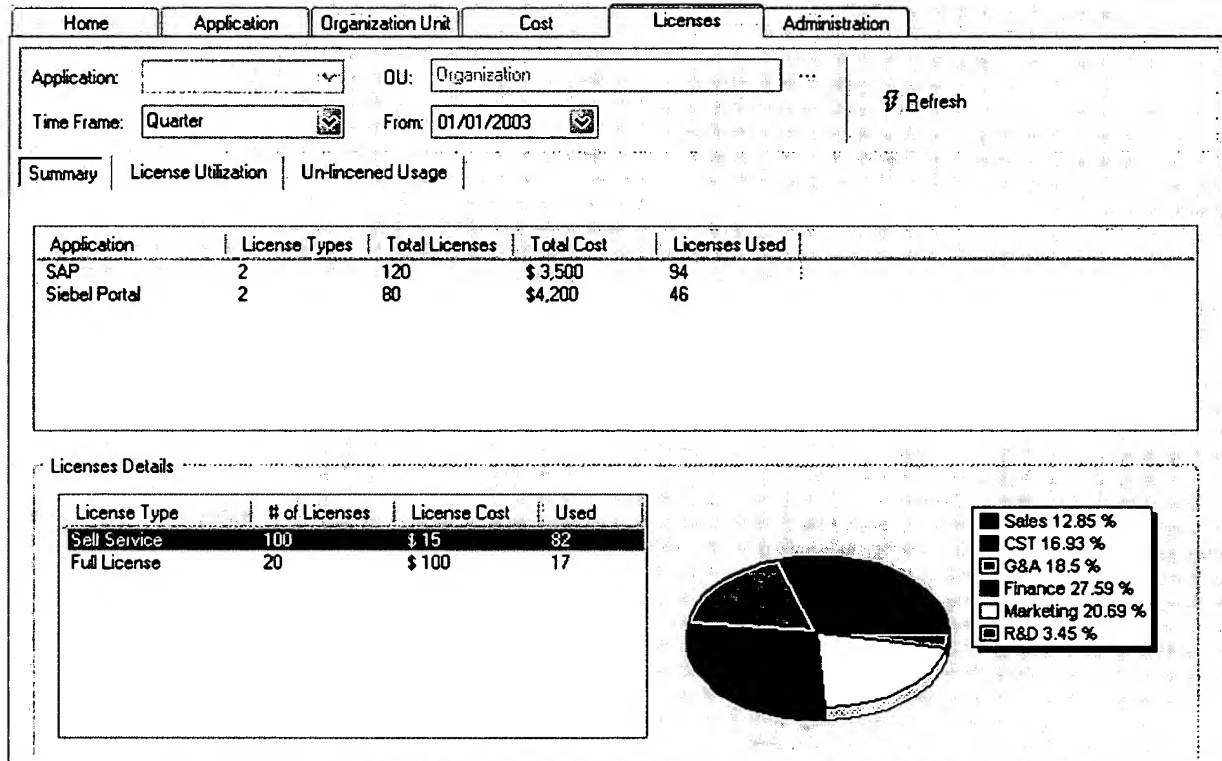
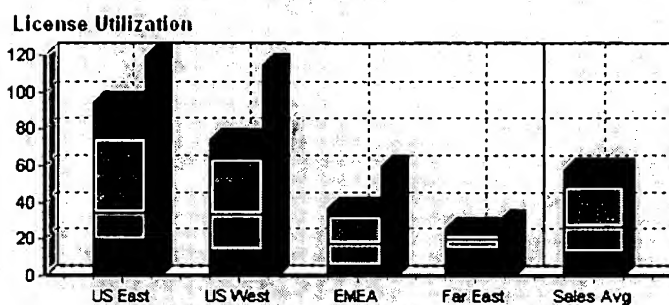


Figure 17

License Type	# of Licenses	License Cost
Sell Service	100	\$ 15
Full License	20	\$ 100



Measurement Unit: Usage Time per User

Heavy Utilization: more than 50 hours

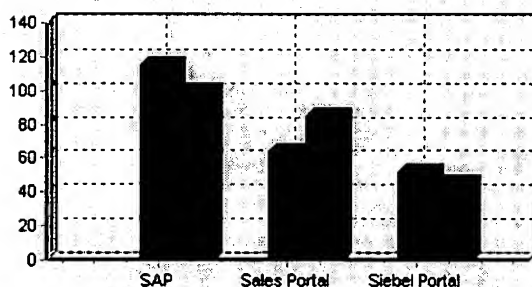
Medium Utilization: between 10 and 50 hours

Low Utilization: less than 10 hours

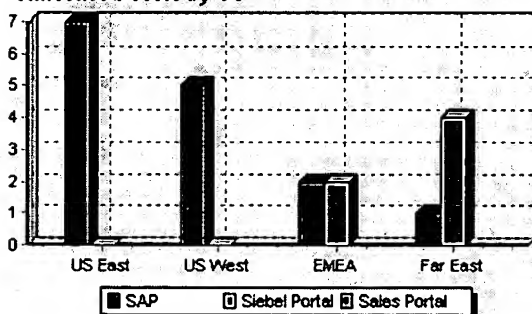
Heavy Utilization Medium Utilization Low Utilization Un used Employees

Figure 18

Applications' Users & Licenses



Unlicensed Users by OU



Organization Unit	SAP	Sales Portal	Siebel Portal
Sales	15	-	6
US East	7	-	-
US West	5	-	-
EMEA	2	-	2
Far East	1	-	4

Figure 19